

**Greater New Bedford Workforce Investment Board, Inc.**

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**Policy Statement 01-01**

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**On Policy Development**

Policies of the Greater New Bedford Workforce Investment Board, Inc. will articulate the values, standards and guiding principles of the Board.

All policies will be in written form, brief, easy-to-read and understandable. Board policies will be maintained in an easy-to-access location and form.

*This policy was approved by the Executive Committee at its October 18, 2001 meeting.*

*Approved by the WIB Membership at the Quarterly Meeting, December 11, 2001*

**Greater New Bedford Workforce Investment Board, Inc.**

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**Policy Statement 02-01**

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**On Cost-sharing for the Greater New Bedford and Wareham Career Centers**

Each partner must contribute a fair share of the operating costs of the One-Stop Career Centers in a cash payment.

Funds contributed by state agencies into the Workforce Development System can stand in lieu of the cash contribution.

*This policy was approved by the Executive Committee at its October 18, 2001 meeting.*

*Approved by the WIB Membership at the Quarterly Meeting, December 11, 2001*

**Greater New Bedford Workforce Investment Board, Inc.**

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**Policy Statement 03-01**

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**Compensation Policy**

To recruit and retain a knowledgeable and skilled high performance work force, the GNBWIB will establish and maintain an employee compensation policy based on the following factors:

- A competitive salary range based on comparable positions and levels of responsibility in the state and in the region
- A performance based pay system driven by annual performance evaluations

*This policy was approved by the Executive Committee at its October 18, 2001 meeting.*

*Approved by the WIB Membership at the Quarterly Meeting, December 11, 2001*

## Greater New Bedford Workforce Investment Board, Inc.

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### Policy Statement 04-01

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#### On Quality

The Greater New Bedford Workforce Investment Board, Inc., values *quality* at all levels of the system; customer satisfaction, continuous improvements, and a focus on employer needs among critical existing and emerging industries are its hallmarks.

Quality shall be evidenced in the Greater New Bedford Workforce Investment System by:

- A management-led focus on quality throughout the system, which is clearly delineated in all Memoranda of Understanding signed by partnering organizations.
- A quality-driven strategic plan, both annual and long-range, on which all system-wide decisions are based.
- Customer satisfaction drives change; customer satisfaction is measured often and results are freely shared throughout the system.
- Vendors and suppliers shall be held to quality and customer satisfaction standards.
- Service offerings are determined based on the needs of the customer (especially employers) with the focus on critical existing and emerging industries.
- Staff are valued as key partners in the workforce development system, evidenced by measurement of employee satisfaction, employee career development plans, continued investment in employee training, employee participation in planning for continuous improvement, and staff empowerment.
- Services are integrated.
- Results are focused on sustainability and customer satisfaction.

*Reference: "A WIB Member's Guide to Quality Assurance", National Assn of Workforce Boards, pp. 11-13*

*This policy was approved by the Planning and Performance Measurement Committee at its October 18, 2001 meeting.*

*Approved by Executive Committee at its November 8, 2001 meeting.*

*Approved by the WIB Membership at the Quarterly Meeting, December 11, 2001*

## Greater New Bedford Workforce Investment Board, Inc.

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### Policy Statement 05-01

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#### On WIB Priorities

The Workforce Investment Board will annually assess the needs of the Workforce Development System's customers, and establish priorities on which to build the System's annual plan and budget.

For FY 2003, we establish the following priorities:

- Employer Training Needs, with particular focus on the clear need for work-place based training programs, and on training in identified areas, such as basic, foundational skills that are transferable regardless of industry; examples are customer service, problem solving, and/or other life skills.
- Adult Basic Education (ABE) including literacy, math skills, computer literacy, as well as English for Speakers of Other Languages (ESOL); the Board recognizes that increasing these skills is a difficult process for both customer and service provider, and requires a long-term commitment from both parties.
- Frontline Service Delivery Improvements, which will focus on the staff-customer interface, to ensure that all customers (internal and external, employers and jobseekers) receive the highest level of service possible, effectively and efficiently, in a welcoming and responsive atmosphere.

*This policy was approved by the Planning and Performance Measurement Committee at its November 8, 2001 meeting.*

*Approved by Executive Committee at its November 8, 2001 meeting.*

*Approved by the WIB Membership at the Quarterly Meeting, December 11, 2001*